



WELLNESS PROGRAM SEPTEMBER 2016 – AUGUST 2017

LIVE BETTER TODAY

The City of Frisco will reward you for making healthy choices. Get the motivation you need to improve your health, and the education and support to make wellness a lifestyle. This is your chance to reach personal health goals and learn what improvements you can make to avoid future health problems. This document explains how you can take control of your health today. Have fun!

Who can participate in the program?

Beginning September 2016, all full-time benefits eligible employees are eligible to log on to MyViverae.com to start the program. Spouses who are covered by the City's health plan are also eligible to log onto the portal. Full time employees who are covered on City's health plan will be able to earn their 2018 Health Reimbursement Account (HRA) incentives by completing activities through MyViverae.

Is my health information confidential?

All programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Any information shared with the Viverae® team will not be disclosed, except in accordance with HIPAA laws. Your Protected Health Information (PHI) will not be shared with your employer.

HOW TO REGISTER

Step 1

- » Visit www.MyViverae.com and click **New User Registration**
- » Your identifier: **Your employee ID number**
- » **If your employee ID number is less than 4 digits, be sure to use leading zeroes (ex: 0002)*
- » **For spouses on health plan, the identifier is: SP-employee ID number (example: SP-1234)*
- » Enter the registration code: **frisco**

Step 2

- » Create a user name (5 – 25 characters)
- » Create a password (8 – 12 characters) using letters (upper and/or lowercase), numerals and/or special characters (such as @\$%&#)
- » Select a security question and answer, then click **Save**

TEXT MESSAGE REMINDERS

MyViverae can text you healthy reminders:

- » Complete Member Health Assessment (MHA) and Biometric Screening
- » Screening appointment date and time
- » Important challenge sign-up dates and Targeted Program deadlines

Note: Opt-in on www.myviverae.com to receive text message reminders. Standard text messaging rates apply.

GETTING STARTED

www.MyViverae.com

Start at this site to learn where your health stands. Take action on health risks to develop a healthy lifestyle.

Member Health Assessment (MHA)

The MHA consists of questions about specific lifestyle habits. Your MHA responses are analyzed to show your risk level and generate a Health Index. You can complete your MHA at your MyViverae portal.

Biometric Screening

Biometric Screenings will be conducted by Viverae onsite. These screenings provide vital information about your overall health, including cholesterol (total, LDL, and HDL), triglycerides, cardiac risk, glucose, blood pressure, height, weight, Body Mass Index (BMI), and waist measurement. If you are unable to attend a Biometric Screening event, you may fulfill the screening requirement by visiting your physician or LabCorp Facility and getting your Viverae Screening form completed.

Contact the Viverae Health Center at 888-VIVERAE (848-3723) with any questions or concerns about the biometric screening options.

Note: LDL and Triglyceride measurements are excluded from on-site screenings in states that do not test for those results.

My Health

This section of your MyViverae portal shows you an analysis of your MHA responses and Biometric Screening results to help you understand your health risks and what you can do to improve your results.



EARNING POINTS

Earn points for completing program activities in the City's Wellness Program and earn rewards. Manage all your program activities and log points at your MyViverae portal.

Earn up to 500 points by August 31st, 2017 to receive the maximum benefit of \$500 in your Health Reimbursement Account (HRA).

Wellness Program		
ASSESSMENTS		POINTS
Member Health Assessment (MHA)		100
Biometric Screening (Required)		50
PREVENTIVE CARE COMPLIANCE		POINTS
Preventive Care Reporting (Complete 3)		100
TOBACCO-FREE		POINTS
Self-Report Tobacco-Free		50 each/ 50 max
Targeted Tobacco Cessation Program Passed		
HEALTH TARGETS		POINTS
Body Mass Index / Waist Measurement	<u>BMI</u> : Less than 25.0	50
	<u>Waist Measurements</u> : Less than 35 inches (females) Less than 40 inches (males)	
HDL (Good) Cholesterol	Greater than 50 mg/dL(females) Greater than 40 mg/dL (males)	50
Triglycerides	Less than 150 mg/dL	50
Blood Pressure	<u>Systolic</u> : Less than 130 mmHg & <u>Diastolic</u> : Less than 85 mmHg	50
Glucose	<u>Fasting</u> : Less than 100mg/dL	50
	<u>Non fasting or unknown</u> : Less than 140 mg/dL	
PROGRAM ACTIVITIES		POINTS / MAX
Questionnaires		10 each / 50 max
Targeted Programs		60 each / 120 max
Online Courses		35 each / 70 max
Webinars		10 each / 50 max
Employer Challenges		50 each / 150 max
Peer Challenges		10 each / 30 max
Healthy Events		50 each / 100 max
WELLNESS PROGRAM GOAL		500 Points

ADDITIONAL ACTIVITIES

For more points or support in your wellness program, you have plenty of available resources.

Register for any Employer Challenges

Take an Online Course or join a Targeted Program to address specific lifestyle concerns

- » Watch a Webinar and complete a quiz
- » Participate in or start a Peer Challenge

CHALLENGES

Challenges let you earn extra points in the program while managing risk factors or lifestyle changes.

Sign up for Employer and Peer Challenges. Log activity and view your status. View challenge details (past and present) and sign up for new challenges from the Challenges section.



FREQUENTLY ASKED QUESTIONS

What is the Viverae Health Center?

The Viverae Health Center is a health and wellness resource that is available for Viverae members. It is staffed by a variety of highly trained customer care representatives and health professionals, including clinicians, exercise specialists, and registered nurses and dietitians.

How do I contact the Viverae Health Center?

There are two ways to contact the Health Center: via secure email message or by phone.

- » You can send a secure message to your coach by selecting the Inbox link at the top of the screen
- » To call toll-free, please dial 888-VIVERAE (848-3723)

The Viverae Health Center hours are as follows:

- » Monday – Thursday: 7 a.m. – 7:30 p.m. CT
- » Friday: 7 a.m. – 6 p.m. CT
- » Saturday – Sunday: Closed
- » Closed holidays